

INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST

U.S. Embassy Ashgabat

2. AGENCY

State

3a. POSITION NO.

A52630

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

- ☐ a. Redescription of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☒ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority

Work Control Clerk, FSN-1205

05

b. Other

c. Proposed by Initiating Office

Work Order Clerk

6. POST TITLE POSITION (if different from official title)

Work Order Clerk

7. NAME OF EMPLOYEE**8. OFFICE/SECTION**

General Services Office (GSO)

a. First Subdivision

Facilities Maintenance Unit (FMU)

b. Second Subdivision

c. Third Subdivision

9. This is a complete and accurate description of the duties and responsibilities of my position.

Typed Name and Signature of Employee Date(mm-dd-yy)

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Supervisor Date(mm-dd-yy) 03/30/2009

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yy) 03/30/2009

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of Admin or Human Resources Officer Date(mm-dd-yy) 04/15/2009

13. BASIC FUNCTION OF POSITION

Responsible for managing property repair work orders for the General Services Office (GSO)/Facilities Maintenance Unit (FMU). Receives work orders from the requesting personnel, passes them to the Facilities Maintenance Specialist (FMS) for approval; enters the relevant data into the computer application.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Is responsible for managing property repair work orders for the Facilities Maintenance Unit. Receives work orders from the requesting personnel, passes them to the Facilities Maintenance Specialist (FMS) or other GSO sub-section for approval or disapproval, enters relevant data into the Work Order for Windows (WOW) computer application, then delivers the work orders to the facilities maintenance section. Ascertains from the Maintenance Foreman how long the repair will take and receives/makes the appropriate forms (Request for Purchase, NEPA, Expendable Supply) for any materials needed for the repair and makes appointment with customer for service (if necessary). Delivers the relevant request data to GSO/FMU. For large projects, contacts both the maintenance unit and the other relevant sections when the work should be 30% complete, according to the time estimate from maintenance, to determine whether the repair is on track. Prints and distributes timely WOW reports to the Maintenance Foreman and Facility Maintenance Specialist. Enters information of labor and material cost in the WOW system. Reviews completed work orders returned by the shops to ensure all necessary information has been included, and extends the total labor and material costs to the WOW PASS SYSTEM. Sends feedback forms to customers. Maintains large amount historical work order and equipment data.

35%

Is responsible for greeting customers who approach/call to GSO/FMU section with property repair or other work orders. Verifies that forms are accurately filled out and that the Work Order Clerk and Customer understand the request(s). Responds in writing to the customer (via e-mail) with an explanation of either how long the repair will take or why the request was disapproved. As appropriate, updates the request on the status of repair when the repair is approximately 50% complete. Solicits the requestor's comments after the completion of the project. Writes e-mails to the customers for the status of their requests concerning completion time either by landlord or local contractor. Will liaison with Housing Clerk when landlord repairs are required.

30%

Performs clerical and secretarial duties in Maintenance office. Provides telephone and receptionist services, answers and screens incoming calls, schedules meetings as needed. Maintains calendar for the Facility Maintenance Specialist and schedules appointments in coordination with the maintenance sub sections. Serves as maintenance unit timekeeper for gardeners and maintenance crew. Maintains records for leave and attendance, checks leave hours and assists with restoring annual leave for employees. Schedules appointments for Preventive Maintenance inspections at residencies daily to assist with operations in the maintenance office. Schedules for maintenance walk through with newly arrived personnel. Sends out notices and makes appointments for residencies for turning off/on the boiler system and checking radiators during winter/summer season. Follows up and tracks down procurements and supply requests.

30 %

Other related duties as assigned. May be requested to do translation/interpretation and draft simple correspondence.

5%

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:** Completion of secondary school.
- b. Prior Work Experience:** Two years of clerical and shop experience, the latter related to maintenance operations.
- c. Post Entry Training:** Work Order for Windows application training, familiarization with State Department regulations.
- d. Language Proficiency:** Level III (good working knowledge) English, Level III Russian.

- e. **Job Knowledge:** General knowledge of maintenance operations (plumbing, electrical, building maintenance) and terminology. Possess a good knowledge of construction type material.
- f. **Skills, and Abilities:** Must be skilled in organizing and tracking detailed information. Be able to tactfully deal with USG and Locally Employed Staff. Must be competent with MS Word, Excel, Access and Outlook.

16. **POSITION ELEMENTS**

- a. **Supervision Received:** Receives supervision from the Facility Maintenance Specialist (FMS).
- b. **Supervision Exercised:** None.
- c. **Available Guidelines:** Guidelines are provided by GSO, FMS and by the Department of State and associated agency written instructions and guidance, all of which are directly applicable and easily understood.
- d. **Exercise of Judgment:** Must exercise sound judgment in responding to customers to help with any problem related to operations of the Facilities Maintenance Unit.
- e. **Authority to Make Commitments:** None.
- f. **Nature, Level, and Purpose of Contacts:** May have a contact with all levels of the U.S. Mission both American and FSN personnel in performance of required duties.
- g. **Time Expected to Reach Full Performance Level:** Six month.